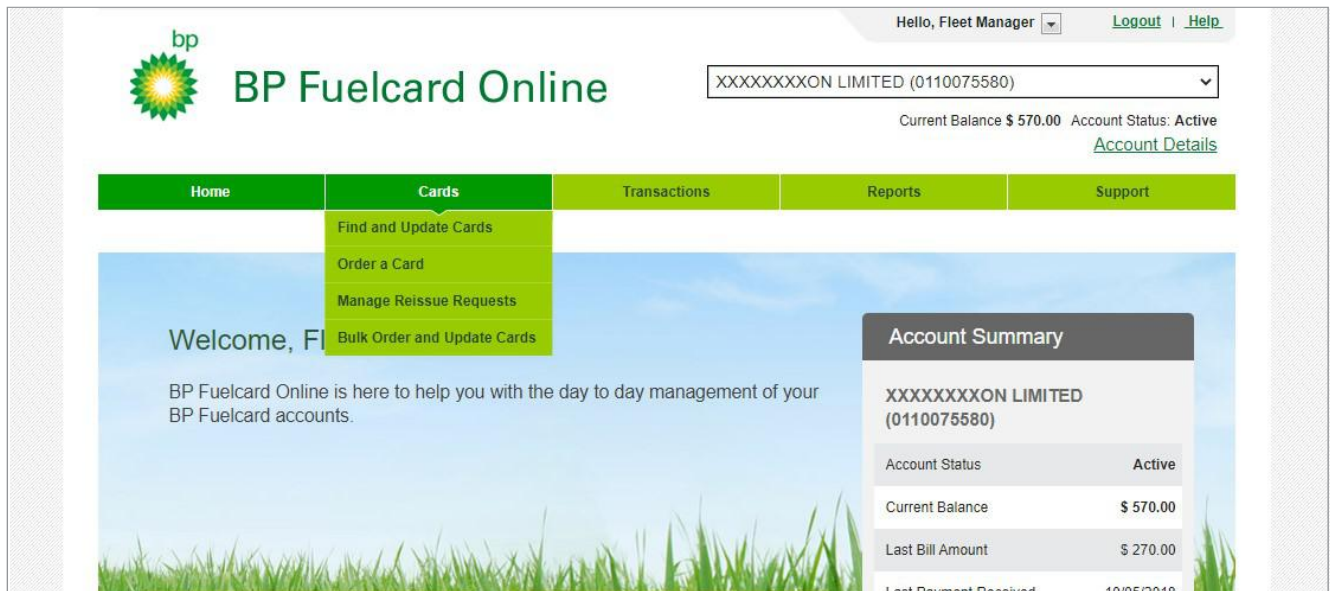




## How-to order and update a card on the bp Fuelcard Portal



### ➤ How-to order a new card

To order a new card, navigate to the **Order a Card** section in the **Cards** tab on the homepage of bp Fuelcard Online

The process for ordering cards is split into four screens:

- + Enter Card Details
- + Set Unusual Activity Limits
- + Confirm Delivery Address
- + Place Order

The current screen you are using will be highlighted.

You can go back to the previous screen at any time, but you must complete the actions on the current screen before moving on to the next.



## ➤ Screen 1: Enter card details

### Step 1a: Enter card information

You can either:

#### a. Enter information from scratch

Enter the details in the **Card Information** fields.

The fields automatically display the information you used to last order a card – but you can easily override it by entering new information in the fields.

A summary of your new card displays on the right side of your screen as you enter the details.

#### b. Replicate an existing card

Use the **An Existing Card** button to retrieve an existing card and replicate it to make a new card.

To find an existing card, enter a keyword (full or partial with a minimum of four characters) to match against **Card number, Driver name** or **Vehicle registration**. This will retrieve up to 10 cards.

Or use the **Advanced Search Options** panel to refine the search criteria and display additional results.

The results are displayed in a list, from which the card you want to replicate can be selected by clicking on the radio button.

Select the card you'd like to replicate and click on the **Apply to new card order button**. This will automatically populate the relevant fields with information against the existing card– but you can easily override it by entering new information in the fields.

Unusual activity limits will also be set according to the replicated card but they can be further tailored as required.

#### c. Retrieve a saved profile

Use the **A Saved Profile** button to view available Card Profiles. Choose which profile you need by clicking on the radio button to the left of the profile name.

Then, click the **Apply and Close button**. This will automatically populate the relevant fields with information against the saved profile– but you can easily override it by entering new information in the fields.



## Step 1b: Set up purchase restrictions

### Purchase Restrictions

Allow the purchase of **only** these products and services [Reset to All Products](#)

**1. What fuel products do you require?**

☒ **All fuels**

☐ Regular and e10 Unleaded

☐ All types of Unleaded (inc. Prem and BP Ultimate)

☐ Diesel

☐ LPG

☐ Regular Unleaded and LPG

☐ Regular Unleaded, LPG and Diesel

**\* With this transaction purchase limit** ?

**No Limit**

**\* Allow purchases only during these times**

**7 Days, 24 Hours**

### Did You Know?

Purchase restrictions, as well as other details, are encoded onto the magnetic strip on the back of the card. Changing these restrictions will require a new card to be issued, since the magnetic strip can't be re-coded once the card is issued.

## Location & Fuel Products

Firstly, select the **Fuel Products** and **Non-Fuel Products** allowed for purchase on this card.

For a standard card order, the purchase restrictions will default to allow for purchase of **All Fuel Products** and **All Non-Fuel Products**.

Change this by firstly clicking on the **Reset to All Product** link then selecting the Fuel Products and Non-Fuel Products combinations you require.

The system allows you to only select product combinations that are valid.

### Did you know?

Purchase restrictions, as well as other details, are encoded onto the magnetic strip on the back of the card.

Changing these restrictions will require a new card to be issued, since the magnetic strip can't be re-coded once the card is issued.

## Product Restrictions

Once you have selected your combination, the system will apply the appropriate **Product Restriction Code**.

Finally, set the **Purchase** and **Time** limits you require by using the drop down boxes.

Default limits will be applied to your card, but you can change them as required.

### Purchase Restrictions

Allow the purchase of **only** these products and services [Reset to All Products](#)

**1. What fuel products do you require?**

☒ **All fuels**

☐ Regular and e10 Unleaded

☐ All types of Unleaded (inc. Prem and BP Ultimate)

☐ Diesel

☐ LPG

☐ Regular Unleaded and LPG

☐ Regular Unleaded, LPG and Diesel

☐ Regular Unleaded and Diesel

☐ No fuel products

**2. Do you require lubricants?**

☒ **Yes**

☐ No

**3. Which non-fuel products do you require?**

☒ **All non-fuels (inc. Bottled Gas)**

☐ Maintenance, Diner and Carwash

☐ Maintenance and Diner

☐ Diner, Shop and Carwash

☐ Carwash

☐ Diner

☐ No non-fuels

Product restriction code:  
**FUEL VM SHP C BG O DNR**

**\* With this transaction purchase limit** ?

**No Limit**

**\* Allow purchases only during these times**

**7 Days, 24 Hours**

[Cont](#)

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## Screen 2: Set unusual activity limits

### Step 2a: Change or accept the Unusual Activity Limits

Setting Unusual Activity Limits enables you to be alerted to any unusual card use. If the limits you set are exceeded, this will appear in **Unusual Activity Reports**. Default activity limits are automatically applied to your card.

Hover or click on the question mark to reveal more information about each of the Unusual Activity Limits available.

Change the limits by selecting values from the respective controls. Values are displayed in the sidebar as you update them.

### Step 2b: Return to previous screen or continue to next screen

Click on **Return to Card Details** if you want to change anything, or **Continue** to go to the next screen.

## Screen 3: Confirm Delivery Address

### Step 3a: Check delivery address details

The account address displays on the left of the screen.

To change the delivery address, select the **This address instead** button and type the new details into the fields provided.

### Step 3b: Return to previous screen or continue to next screen

Click on **Return to Unusual Activity Limits** if you want to go back and change card limits, or **Continue** to go on to the next screen.

**BP Fuelcard Online**

Hello, Fleet Manager | Logout | Help

XXXXXXXXON LIMITED (0110075580)

Current Balance \$ 570.00 Account Status: Active  
[Account Details](#)

Home Cards Transactions Reports Support

### Order Card

1 Enter Card Details 2 Set Unusual Activity Limits 3 Confirm Delivery Address 4 Place Order

When an Unusual Activity Limit is exceeded, an exception note is created **without stopping the purchase**. These exceptions can be reviewed regularly in an emailed report that you can set up later.

Required information is marked with a \*

#### Unusual Activity Limits

You can change these or leave them as they are and just select Continue.

- \* The non-fuel transaction cost is over  ?
- \* The fuel transaction cost is over  ?
- \* The number of transactions in a day is over  ?
- \* The number of monthly transactions is over  ?
- \* The fuel transaction volume is over  ?
- \* The daily cost for all products is over  ?
- \* The monthly fuel transaction cost is over  ?

[Return to Card Details](#) [Continue](#)

#### Your New BP Fuelcard card

Card Type: Vehicle  
Identification required: PIN - System Generated, Signature

**Purchase Restrictions**

**Unusual Activity Limits**

- Over \$1000 per transaction - non-fuel
- Over 2000L per transaction
- Over \$3000 per transaction - fuel
- Over \$2000 per day - all products
- Over 6 transactions per day
- Over \$10000 per month - fuel

#### Did you know?

If the card is used and an Unusual Activity Limit is exceeded, an exception note is created – but the purchase is not refused at the point of sale.

This activity can be viewed in Unusual Activity Reports that you can set up to receive by email, once you have placed your card order.

### Order Card

1 Enter Card Details 2 Set Unusual Activity Limits 3 Confirm Delivery Address 4 Place Order

Required information is marked with a \*

#### Delivery Address

Your new card will be delivered to the address registered for this account, but you can change this if you like.

\* Send this card to

☒ The Account address, as shown below

Contact name  
Address 1  
Address 2  
Address 3  
City  
0622  
New Zealand

☐ This address instead

☒ Always deliver this card to this address in the future.

☐ Deliver this card to the below address just this once.

Title

Contact Name

Address

Postcode

[Return to Unusual Activity Limits](#) [Continue](#)

#### Your New BP Fuelcard card

Card Type: Vehicle  
Identification required: PIN - System Generated, Signature

**Purchase Restrictions**

**Unusual Activity Limits**

**Delivery Address**

Contact name  
Address 1  
Address 2  
Address 3  
City  
0622  
New Zealand



## Screen 4: Place order

### Step 4a: Review card details

If any of your card details are incorrect, use the Edit buttons to go back and amend the information.

If all details are correct, click **Order Card** to place your card order and view an order confirmation and reference number.

If required, you can also print this page.

### Step 4b (optional): Save new card as a profile

You now have the option to save this card configuration as a card profile by clicking on **Save configuration as Profile**.

This profile can then be retrieved at a later date to order additional cards.

### How can Card Profiles help you?

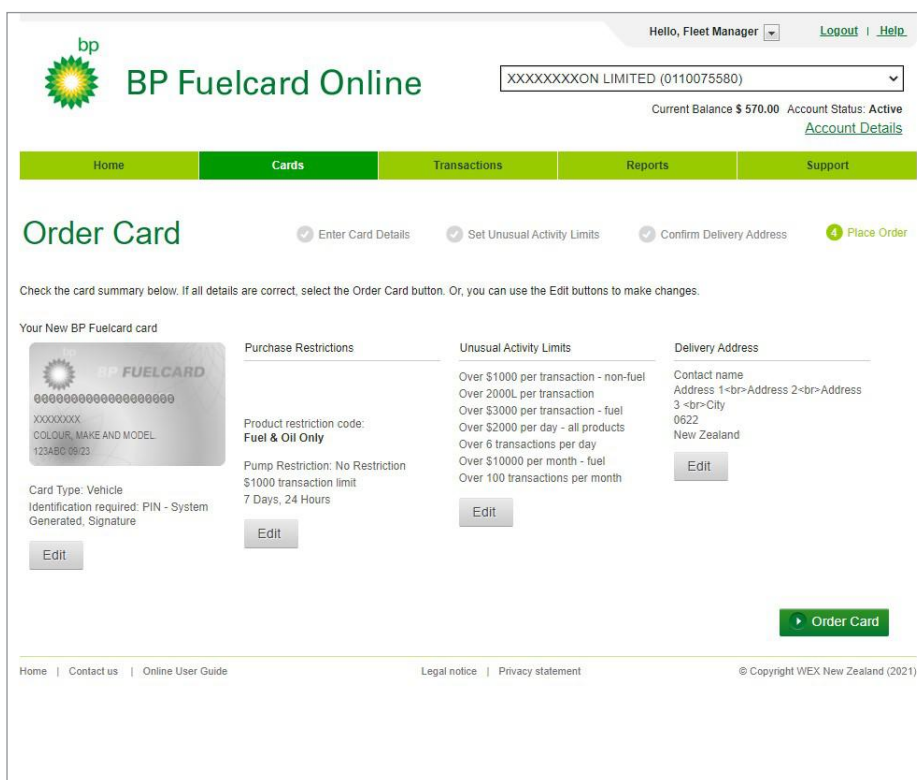
The initial time it takes to create a card profile will pay off in the long run! Saving card configurations for future card orders reduces time, effort and potential errors.

### Step 4c (optional): Set up unusual activity reports

You can now easily set up Unusual Activity Reports from the **Order Placed** confirmation page.

To do so click on **Set up Unusual Activity Reports**.

For more information regarding Unusual Activity Reports (previously known as Exception Reports) visit the BP Fuelcard Online User Help Guide.



bp BP Fuelcard Online

Hello, Fleet Manager [Logout](#) | [Help](#)

XXXXXXXXXX LIMITED (0110075580)

Current Balance \$ 570.00 Account Status: Active [Account Details](#)


Home Cards Transactions Reports Support

### Order Card

Enter Card Details Set Unusual Activity Limits Confirm Delivery Address **Place Order**

Check the card summary below. If all details are correct, select the Order Card button. Or, you can use the Edit buttons to make changes.

Your New BP Fuelcard card



COLOUR, MAKE AND MODEL  
123456 09/23

Card Type: Vehicle  
Identification required: PIN - System Generated, Signature

Edit

Purchase Restrictions

Product restriction code:  
**Fuel & Oil Only**

Pump Restriction: No Restriction  
\$1000 transaction limit  
7 Days, 24 Hours

Edit

Unusual Activity Limits

Over \$1000 per transaction - non-fuel  
Over 2000L per transaction  
Over \$3000 per transaction - fuel  
Over \$2000 per day - all products  
Over 6 transactions per day  
Over \$10000 per month - fuel  
Over 100 transactions per month

Edit

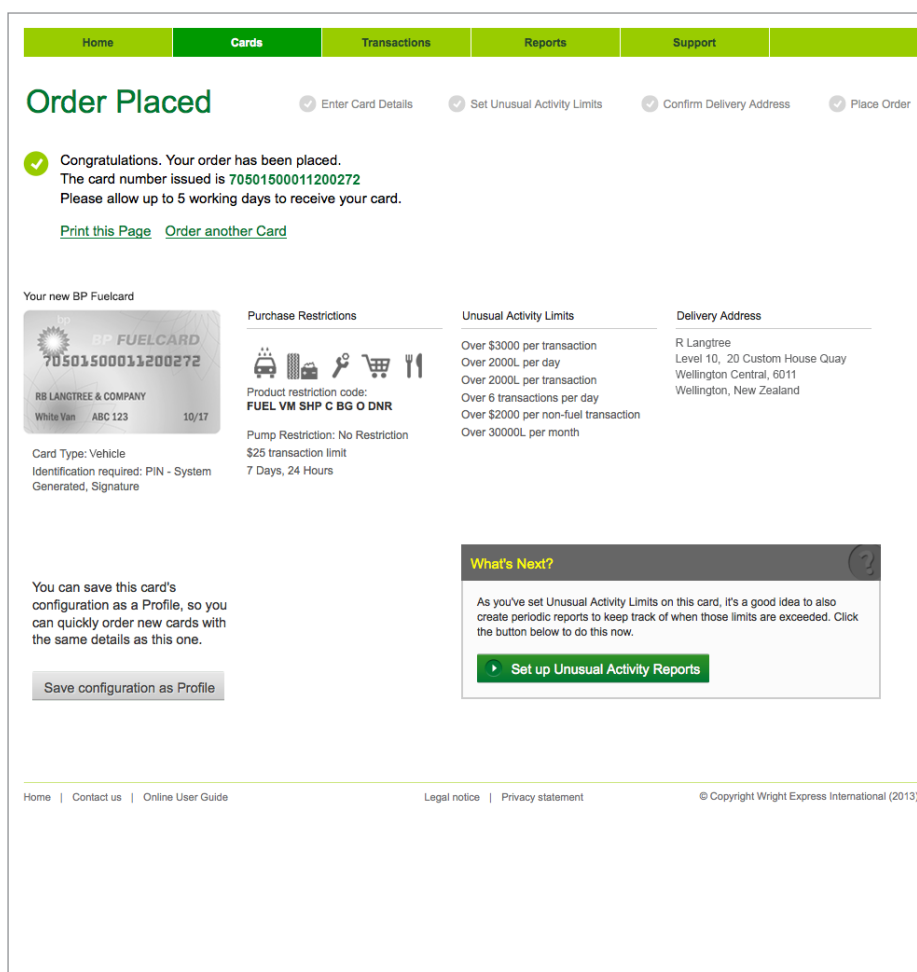
Delivery Address

Contact name  
Address 1-<br>Address 2-<br>Address 3 -<br>City  
0622  
New Zealand

Edit

**Order Card**

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### Order Placed

Enter Card Details Set Unusual Activity Limits Confirm Delivery Address **Place Order**

**Congratulations. Your order has been placed.**  
The card number issued is **70501500011200272**  
Please allow up to 5 working days to receive your card.

[Print this Page](#) [Order another Card](#)

Your new BP Fuelcard



RS LANGTREE & COMPANY  
White Van ABC 123 10/17

Card Type: Vehicle  
Identification required: PIN - System Generated, Signature

Save configuration as Profile

Purchase Restrictions

Product restriction code:  
**FUEL VM SHP C BG O DNR**

Pump Restriction: No Restriction  
\$25 transaction limit  
7 Days, 24 Hours

Unusual Activity Limits

Over \$3000 per transaction  
Over 2000L per day  
Over 2000L per transaction  
Over 6 transactions per day  
Over \$2000 per non-fuel transaction  
Over 30000L per month

Delivery Address

R Langtree  
Level 10, 20 Custom House Quay  
Wellington Central, 6011  
Wellington, New Zealand

**What's Next?**

As you've set Unusual Activity Limits on this card, it's a good idea to also create periodic reports to keep track of when those limits are exceeded. Click the button below to do this now.

**Set up Unusual Activity Reports**

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## How-to update a card

1. Select **Find and Update Cards** under Cards in the main menu or from the Manage Your Cards panel on the homepage.
2. Search for the card you need by entering a keyword (full or partial) or by using the **Advanced Search Options** panel to refine the search criteria.
3. Select the card you want to update from the list displayed and make your changes on the **Edit Card** screens.

The **Edit Card** screens work in exactly the same way as when ordering a card, except that fields you are not able to change (such as card number) are not editable.

Card Number	Account	Status	Driver Name
7052 11002233 65495	11002233	Active	R Langtree
	233	Active	
	233	Active	
	233	Active	

4. Once complete, the Review Card Changes screen displays the card detail with your changes clearly highlighted in yellow. If anything is incorrect, use the edit buttons to make amendments.
5. Select **Confirm and save** or **Confirm and reissue** the card, depending on the changes made to the card status,

### Did you know?

If you want to make changes to several cards, you can export the list to an Excel spreadsheet and update all at once.

This process is explained in a separate guide called **How to Order and Update Cards in Bulk**.



## > How-to update a PIN

1. Select **Find and Update Cards** under Cards in the main menu or from the Manage Your Cards panel on the homepage.
2. Search for the card you need by entering a keyword or using the **Advanced Search Options** panel to refine the search criteria.
3. Select the card who's PIN you want to update from the list displayed and make your changes on the **Change PIN** screen.
4. Select **Save Changes**.

### Did you know?

If you want to make changes to several cards, you can export the list to an Excel spread sheet and update all at once.

This process is explained in a separate tutorial called **How to Order and Update Cards in Bulk**.



## > How-to update a lost or stolen card

Card Number	Account	Status	Driver Name
7052 11002233 65495	11002233	Active	
	33	Active	
	33	Active	
	33	Active	

1. Select **Find and Update Cards** under Cards in the main menu or from the Manage Your Cards panel on the homepage.
2. Search for the card you need by entering a keyword or using the **Advanced Search Options** panel to refine the search criteria.
3. Select the card whose status you want to update, and then select **Change Status** from the drop-down list.
4. On this screen, select the applicable new status, **Lost** or **Stolen** from the list provided. Select **Now** for the Status effective date.
5. Select **Save Changes**.

Change status to

☐ Active  
☐ Deleted  
☒ Lost  
☐ Stolen  
☐ Temp

Status effective date ?

☒ Now  
 Allow upto 2 hours to take effect at point of sale  
☐ On this Later date:

Return to Cards Found List

Save Changes





## For more information contact bp

bp Fuelcard Virtual Assistant  
bp Fuelcard Online  
Portal



Email your enquiry to  
BPFuelcard@bp.co.nz



Or contact your  
Sales Manager

